



# Bayside Communications Center August 2020

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## Highlights / Accomplishments

- BCC is working with Motorola on the final phase necessary to complete the digital radio upgrade.
- Supervisor Reed, Asst. Chief Harris (NSFD) and Director Scharnott completed reviews of the most recent fires. The details will be released to staff in a SWOT analysis.
- BCC staff are completing shift picks for the 2021 calendar year. Following the completion of this we will begin vacation picks.
- Supervisors met to discuss policy updates, training, payroll and schedule rotations for 2021.
- Telecommunicators Chanel Sneide is completing her last phase of training and will be assigned to early shift beginning Sept 13<sup>th</sup>. Great job Chanel.

### PHONE CALLS



**9573**  
↑ 1%

### 911 CALLS



**2351**  
↓ 4%

### CALL REVIEWS



**96%**  
↑ 1%

### POLICE CALLS



**6748**  
↑ 9%

### FIRE CALLS



**787**  
↑ 14%

### ALS CALLS



**265**  
↑ 27%

### REQUEST FOR POLICE



**264**  
↓ 9%

### TRAFFIC STOPS



**2038**  
↑ 9%

### SAFE AT HOME



**0**  
↑ 0%

### ANSWER TIME



**4 Sec**  
↑ 0%

### DISPATCH TIME



**57 Sec**  
↓ 12%

### ACCREDITATION

